

What is Claimed is:

1. A system for monitoring a house comprising:

a sensor component that receives data from at least one sensor located in the house;

an analysis component that analyses said data and converts said data into status
information, said analysis component storing said data and status information to develop
historical information; and

a customer interface component that enables a customer to access said generated data,
previous historical information, and said status information via an online customer user
interface.

2. The system of claim 1, wherein said data from at least one sensor includes at least one
of environmental data, equipment data, and structural data.

3. The system of claim 1, wherein said at least one sensor monitors at least one of an
appliance, structural element, and environmental condition, and said previous
historical information relates to said at least one of an appliance, structural element,
and environmental condition.

4. The system of claim 3, said customer interface component enables a customer to
access warranty information corresponding to said at least one of an appliance,
structural element, and environmental condition.

5. The system of claim 1, wherein said customer interface component enables a customer
to access information related to potential problems in the house.

6. The system of claim 1, further comprising:

a service component that advises a customer on said generated data.

7. The system of claim 5, wherein said service component recommends actions to the
5 customer based on said at least one of said generated data and said status information.

8. A method of providing information to a customer, the method comprising the steps of:
receiving monitored data from a sensor located in a customer home;
generating status information representative of the monitored data;
10 storing the monitored data and status information to develop historical information;
and
transmitting the monitored data and the status information to a customer via an online
customer user interface, wherein the customer has access to the historical information.

9. The method of claim 8, wherein said step of generating status information includes
15 analyzing the monitored data relative to standards and previous historical information.

10. The method of claim 8, wherein the sensor is monitoring at least one of an appliance,
a structural element, and an environmental condition.

11. The method of claim 10, further comprising the step of:
providing a customer with access to warranty information corresponding to said at
20 least one of an appliance, a structural element, and an environmental condition.

12. A method of monitoring a house, the method comprising the steps of:
receiving monitored data for a plurality of items in a customer home, said monitored
data being generated by one or more sensors located in the customer home;
determining whether the monitored data for any of the items indicates a potential
5 problem;
notifying a customer of the status of the potential problem; and
transmitting the monitored data and the status information for each of the items to a
customer via an online customer user interface.

10 ¹³ 12.

The method of claim 12, wherein said step of transmitting the monitored data includes
transmitting warranty information for each of the items via the online customer
interface.

15 ¹⁴ 13.

The method of claim 12, further comprising the step of:
advising a customer of recommended services corresponding to the potential problem.